



DHA UBO Webinar: eOHI Discovery

Presented by Ms. Alexandra Woody,
DHA UBO Support Sept 2023

Agenda

- Overview
- Purpose
- Navigating in ABACUS
- OHI Discovery
- OHI Discovery Reports
- Patient Demographics & OHI
- OHI Discovery Workflow
- DQMC Review List Question C.8
- Resources



Overview

- Other Health Insurance (OHI) Discovery is a reporting program designed to provide visibility and analysis on insurance coverage located by ABACUS, for use by the Defense Health Agency (DHA) and Military Treatment Facility (MTF) Uniform Business Office (UBO)
- OHI Discovery searches for patients that meet the following criteria:
 - Patient is in a Line of Business billable to a third-party insurer
 - Patient has a transaction in ABACUS
 - Patient does not have current insurance loaded into ABACUS
- OHI Discovery will search two weeks worth of patient transactions that are 21 days or older
 - The 21-day window allows time for staff to enter OHI information



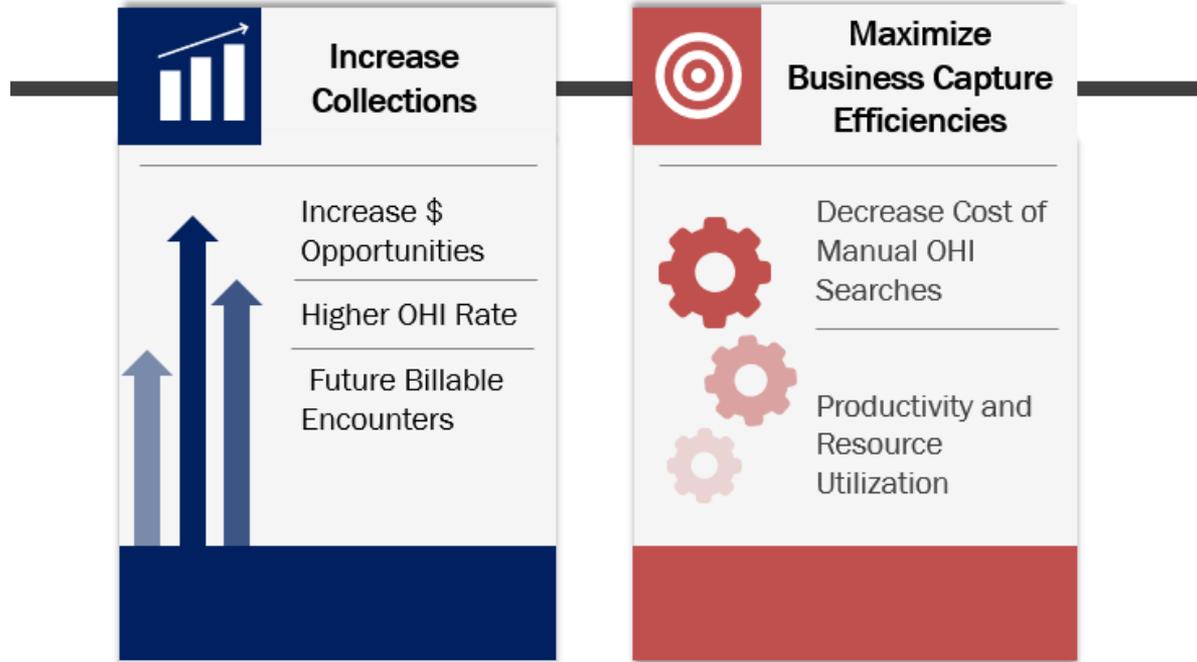
OHI Discovery Steps

OHI Discovery steps:

1. A search file is generated which contains all the necessary information for the OHI search to be conducted and validated
2. The search file is securely transferred to the clearinghouse for OHI Discovery.
3. OHI hits are validated and returned to ABACUS.
4. Hits are loaded and can be accessed by OHI personnel to update ABACUS, CHCS or MHS GENESIS
5. The response file containing the OHI Discovery hits can be exported into Excel for loading into CHCS and MHS GENESIS
6. For legacy MTFs, CHCS triggers the OHI to be loaded to ABACUS via the daily loaders
7. For MHS GENESIS sites, information is added manually to both MHS GENESIS and ABACUS
8. The patient master record will be marked with the date of search and the date of discovered OHI

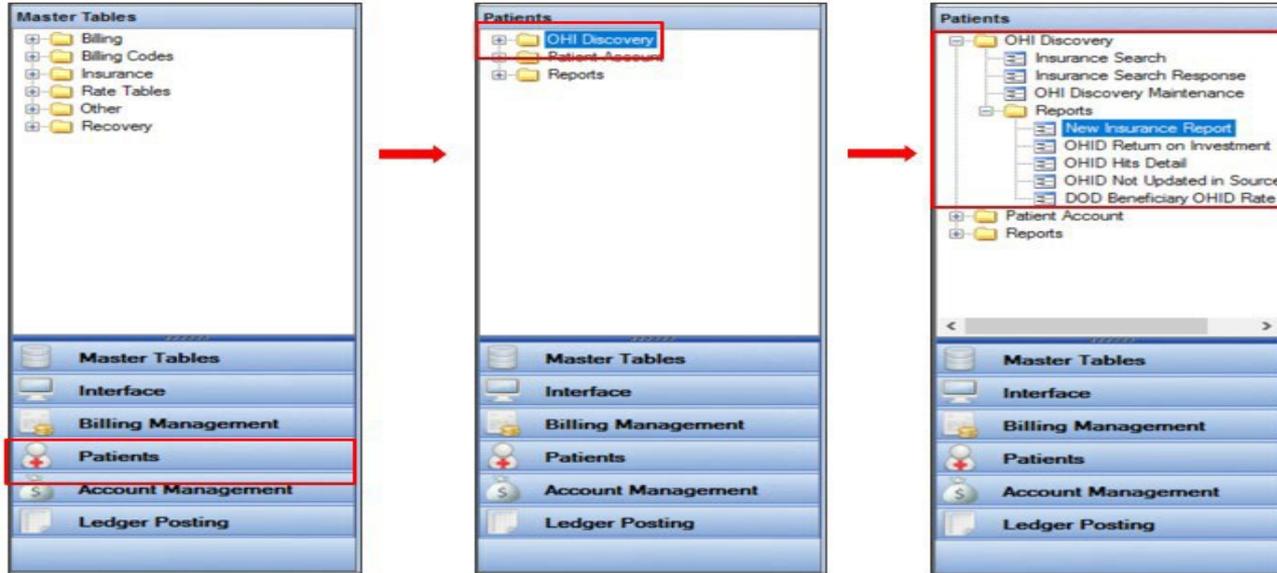


Purpose

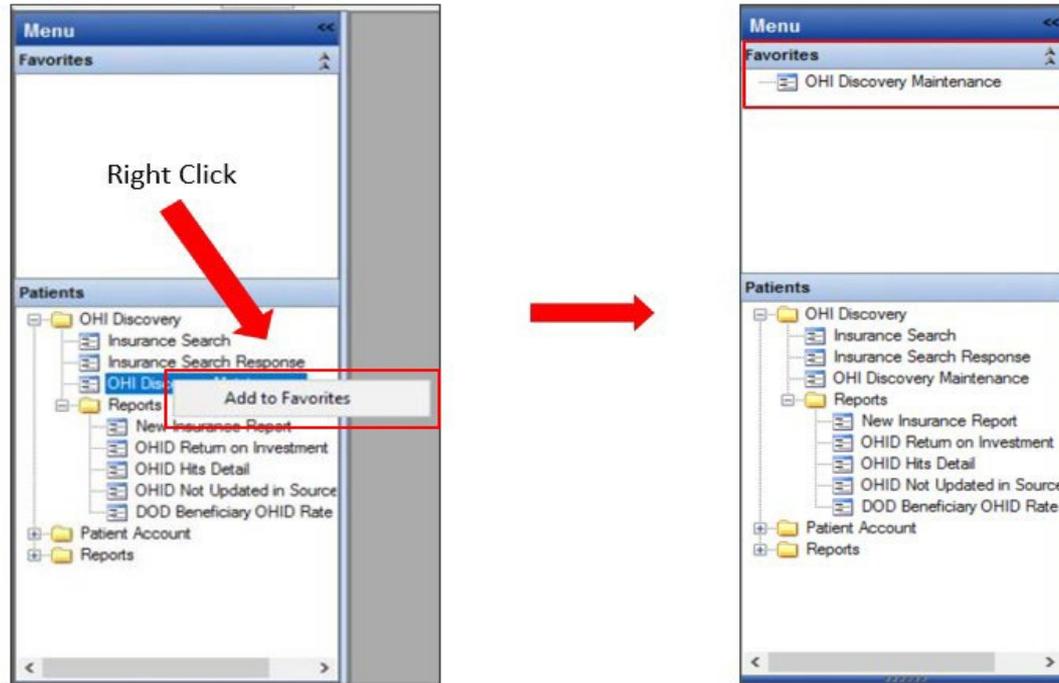


Navigating in ABACUS

ABACUS > Patients > OHI Discovery

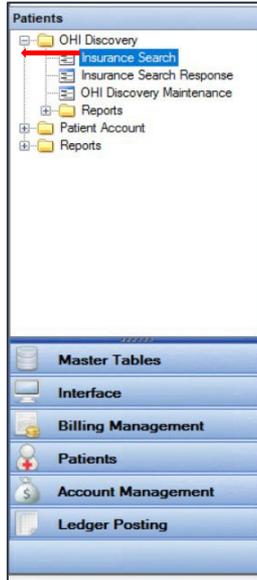


ABACUS Favorites



Insurance Search

ABACUS > Patients > OHI Discovery > Insurance Search



The screenshot shows the 'Insurance Search' results window. It includes search filters for 'Batch Number' and 'Search Date', and a 'Search' button. Below the filters is a table with 108 total records, showing columns for Batch Number, Search Date, Number of Searches, Number of RX Hits, and Number of MD Hits.

Batch Number	Search Date	Number of Searches	Number of RX Hits	Number of MD Hits
20210131	1/31/2021 4:00 PM	193		
20210117	1/17/2021 4:00 PM	311		
20210103	1/3/2021 4:00 PM	336	2	2
20201220	12/20/2020 4:00 PM	299	4	3
20201206	12/6/2020 4:00 PM	311	3	3
20201122	11/22/2020 4:00 PM	282	6	5
20201108	11/8/2020 4:00 PM	347	10	10
20201025	10/25/2020 4:00 PM	277	6	5
20201011	10/11/2020 4:00 PM	296	7	7
20200927	9/27/2020 4:00 PM	240	6	6
20200913	9/13/2020 4:00 PM	291	4	4
20200830	8/30/2020 4:00 PM	271	16	16
20200816	8/16/2020 4:00 PM	242	9	8
20200802	8/2/2020 4:00 PM	252	7	4
20200719	7/19/2020 4:00 PM	256	5	4
20200705	7/5/2020 4:00 PM	234	3	2
20200621	6/21/2020 4:00 PM	214	12	11
20200607	6/7/2020 4:00 PM	167	4	4
20200524	5/24/2020 4:00 PM	193	5	5
20200510	5/10/2020 4:00 PM	201	5	5
20200426	4/26/2020 4:00 PM	257	8	7
20200412	4/12/2020 4:00 PM	384	13	11



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Insurance Search Cont.

ABACUS > Patients > OHI Discovery > Insurance Search

The screenshot shows the 'OHI Search' application window. The 'Search Criteria' section includes fields for 'Batch Number' (20210131), 'Patient IEN', and 'Prescription Number'. There are 'Search' and 'Export' buttons. Below the search criteria, a status bar indicates 'Total Records : 193' and 'Page 1/2'. The main area contains a table with the following columns: Processor_Number, Batch_Number, Pharmacy Number, Prescription Number, Date of Service, Member First Name, Member Last Name, Member Initial, and Member ID. The table lists 14 rows, all with a Processor Number of 6 and a Batch Number of 20210131. The Pharmacy Number, Prescription Number, Date of Service, and Member Name columns are obscured by a dark blue redaction box.

Processor_Number	Batch_Number	Pharmacy Number	Prescription Number	Date of Service	Member First Name	Member Last Name	Member Initial	Member ID
<input checked="" type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						
<input type="checkbox"/>	6	20210131						



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Insurance Search (Batch Numbers)

ABACUS > Patients > OHI Discovery > Insurance Search

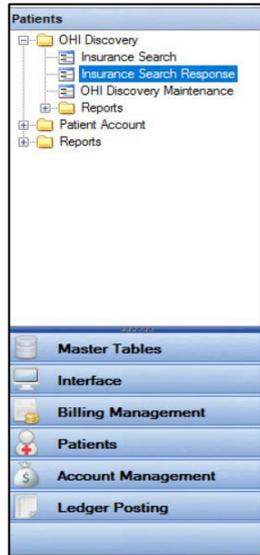
User Functionality

- Users can review this table to monitor and track Batch Numbers. The Batch Numbers display the search dates assigned to them as well as the number of Hits being returned to each batch.
- This table does not need to be monitored daily.



Insurance Search Response

ABACUS > Patients > OHI Discovery > Insurance Search Response



The screenshot shows a data table titled 'Insurance Search Response'. The table has four columns: Response ID, Date Loaded, Number of RX Hits, and Number of MD Hits. The table contains 20 rows of data. The total number of records is 446, and the current page is 1 of 3.

Response ID	Date Loaded	Number of RX Hits	Number of MD Hits
31457	3/22/2016 12:39 PM	42	42
31742	3/25/2016 11:04 AM	11	11
31984	4/1/2016 4:29 PM	31	31
32319	4/8/2016 2:00 AM	34	32
33553	5/3/2016 12:38 PM	94	30
36465	7/4/2016 2:02 AM	70	45
40311	9/23/2016 2:01 AM	5	5
40645	9/30/2016 2:01 AM	6	6
40965	10/7/2016 2:01 AM	3	2
40965	10/7/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	2	2
41303	10/14/2016 2:01 AM	1	1
41303	10/14/2016 2:01 AM	17	17
41619	10/21/2016 2:01 AM	1	1
41619	10/21/2016 2:01 AM	12	12
41947	10/28/2016 2:01 AM	2	2
41947	10/28/2016 2:01 AM	2	2
42220	11/4/2016 1:59 AM	1	0
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	5	5
42617	11/11/2016 2:01 AM	1	1
42617	11/11/2016 2:01 AM	1	1



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Insurance Search Response Cont.

ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview

Search Criteria

Response ID: Patient IEN: Prescription Number:

Total Records: 42 | Page 17 |

File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified	Response ID
<input checked="" type="checkbox"/> N29_3_14	20160314				2/12/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/2/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/9/2016	31457
<input type="checkbox"/> N29_3_14	20160314				7/10/2015	31457
<input type="checkbox"/> N29_3_14	20160314				1/28/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/4/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				10/23/2015	31457
<input type="checkbox"/> N29_3_14	20160314				2/8/2016	31457
<input type="checkbox"/> N29_3_14	20160314				2/15/2016	31457



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Insurance Search Response Example

ABACUS > Patients > OHI Discovery > Insurance Search Response

OHI Response

Overview Details

General Information

Reference Number: 58913504 Verified By: Becky Gomez Verification Complete: 03/17/2016
 File Identifier: Benefit_Recovery_Response_20160315010149.txt File Name Key: N29_3_14

Patient Demographics

Patient Last Name: [REDACTED] Patient First Name: [REDACTED] Patient Middle Name: D
 Patient Address 1: [REDACTED]
 Patient Address 2: [REDACTED]
 Patient City: [REDACTED] Patient State: [REDACTED] Patient Zip: [REDACTED]
 Patient Gender: [REDACTED] Patient DOB: [REDACTED] Patient SSN: [REDACTED]
 Date of Service: [REDACTED] Patient IEN: [REDACTED]

Medical Coverage

Carrier ID: MAIKY0032 Policy IEN: [REDACTED] Insurance Identifier: Primary
 Policy Holder FMP Code: 30 Policy Holder Associated Code: Spouse
 Coverage Type: [REDACTED] Carrier Name: MAIL HANDLERS Carrier Tel No: 8004107778
 Policy Effect Date: 01/10/2016 Policy End Date: 12/31/2199 Group ID: [REDACTED]
 Group Name: MAIL HANDLERS BENEFIT PLN/880800050177500 HIC Coverage Payer Type: B
 Carrier Address 1: PO BOX 8402 Carrier City: [REDACTED]
 Carrier Address 2: [REDACTED]
 Carrier State: KY Carrier Zip: 40742 Policy Number: [REDACTED]
 Policy Holder Name (Last, First): HYLTON CORA Policy Holder DOB: [REDACTED]
 Address 1: [REDACTED] Policy Holder Gender: [REDACTED]
 Address 2: [REDACTED]



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Insurance Search Response Schedule

ABACUS > Patients > OHI Discovery > Insurance Search Response

User Functionality

- Users can review this table to monitor and track the number of verified OHI policies returned to ABACUS. Users can view the details of the verified OHI to review what the ABACUS OHI Discovery team has already verified.
- This table can be monitored every Friday. Friday is the scheduled interval for the upload of response loads. If no new verified policies are ready for upload, it is possible that a response load is not received every Friday.



OHI Discovery Maintenance

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance



OHI Discovery Maintenance

Search Criteria

Batch Number Patient IEN Prescription Number Search

Total Records: 4 Page 1/1

File Name	Batch Number	Patient IEN	Last Name	First Name	Date Verified
<input checked="" type="checkbox"/> BR1_3_2	20150302	<input type="text"/>	<input type="text"/>	<input type="text"/>	1/9/2015
<input type="checkbox"/> BR1_3_2	20150302	<input type="text"/>	<input type="text"/>	<input type="text"/>	2015
<input type="checkbox"/> BR1_3_2	20150302	<input type="text"/>	<input type="text"/>	<input type="text"/>	2015
<input type="checkbox"/> BR1_3_2	20150302	<input type="text"/>	<input type="text"/>	<input type="text"/>	2015



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OHI Discovery Maintenance Example

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

The screenshot displays the 'OHI Discovery Maintenance' application window, which is divided into two main sections: 'Medical Coverage' and 'Pharmacy Coverage'. Each section contains various input fields for patient and policy information.

Medical Coverage Section:

- Carrier ID: [Dropdown]
- Policy IEN: [Dropdown]
- Policy Holder FMP Code: [Dropdown]
- Policy Holder Associated Code: [Dropdown]
- Coverage Type: [Dropdown]
- Carrier Name: BCBS OF WASHIN
- Policy Effect Date: //
- Policy End Date: //
- Group Name: LES SCHWAB WAREHOUSE CENT
- Center Address 1: PO BOX 91059
- Center Address 2: [Empty]
- Center State: WA
- Center Zip: 98111
- Policy Holder Name (Last, First): SALINASO | BLAKE
- Address 1: [Empty]
- Address 2: [Empty]
- City, St, Cntry: [Dropdowns]
- Pol Holder SSN: [Empty]
- Zip: [Empty]
- Status: [Dropdown]

Pharmacy Coverage Section:

- Carrier ID: [Dropdown]
- Policy IEN: [Dropdown]
- Policy Holder FMP Code: [Dropdown]
- Policy Holder Associated Code: [Dropdown]
- Rx Group Plan Name: RRR LES SCHWAB - HSA
- Rx Effective Date: 01/01/2015
- Rx Termination Date: //
- Rx Name: CatalystRx
- Rx Address: PO BOX 968022
- Rx State: IL
- Rx Zip: 60196
- BIN Number: 610623
- PCN Number: 2050000

Insurance Information (Right Side):

- Update MD Insurance: [Button]
- Insurance Identifier: [Dropdown]
- Carrier Tel No: 8007221471
- Group ID: 10014978
- HIC Coverage Payer Type: B
- Carrier City: SEATTLE
- Policy Number: LSL13020567868
- Policy Holder DOB: 05/11/1979
- Policy Holder Gender: [Dropdown]
- Phone Number: [Empty]
- Update RX Insurance: [Button]
- Insurance Identifier: [Dropdown]
- Rx Group Number: 10014978
- HIC Coverage Payer Type: B
- Rx City: SCHAUMBURG
- Rx Policy Number: 1.30E+11
- Rx Phone: 8009973784



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OHI Discovery Maintenance Cont.

ABACUS > Patients > OHI Discovery > OHI Discovery Maintenance

User Functionality

- Users can use this table to update OHI information for the discovered insurance policies as a result of the OHI Discovery process. The insurance information displayed in the Details screen can be used in order to update the information into the source system of record or into ABACUS directly. It is recommended that the information be updated into the source system, but should an immediate update be required for billing purposes, users have the option of updating directly into the ABACUS Patient Demographics and OHI table.
- This table can be monitored and worked through as frequently as the response files are received and as workload allows.



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Patient Demographics and OHI

ABACUS > Patients > Patient Account > Patient Demographics and OHI

Patient Demographics and OHI

Overview

Patient SSN

OHI Search Date

OHI Date From

Sponsor SSN

Patient Last Name

DMIS Code

OHI Date To

Sponsor Last Name

Patient First Name

Patient IEN

EDIP1

Sponsor First Name

Total Records: 12471 | Page 1 / 125

Patient SSN	Patient Last Name	Patient First Name	Patient IEN	EDIP1	DMIS Code	Sponsor SSN	Sponsor Last Name	Sponsor First Name
999-99-0011	WINSTON990	GEORGE88	909090		0039	999-99-0011	WINSTON9000	GEORGE88
999-98-7897	THORNTON00	KHALID89	33531		0039	999-98-7897	THORNTON00	KHALID89
999-95-1951	DOE1	MIMI1	951951		0039	999-95-1951	DOE1	MIMI1
999-93-7921	HOLMES068	RENEE775	3388737		0039	999-93-7921	HOLMES068	RENEE775
999-93-5935	DOE1	DEAN1	935935		0039	999-93-5935	DOE1	DEAN1
999-93-1931	DOE1	BRIN1	139139		0039	999-93-1931	DOE1	BRIN1
999-93-1931	DOE1	BRAD1	931931		0039	999-93-1931	DOE1	BRAD1
999-92-5925	DOE1	HARRY1	925925		0039	999-92-5925	DOE1	HARRY1
999-92-5925	DOE1	JOEY1	925925		0039	999-92-5925	DOE1	JOEY1
999-92-0920	DOE1	MAURICE1	920920		0039	999-92-0920	DOE1	MAURICE1
999-91-3913	DOE1	STEVE1	913913		0039	999-91-3913	DOE1	STEVE1
999-88-8555	JACKSON01	JOSHUA01	90000000022		0039	999-88-8555	JACKSON01	JOSHUA01



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Patient Demographics and OHI Cont.

ABACUS > Patients > Patient Account > Patient Demographics and OHI

Medical Insurance Info | Rx Coverage Info | Attachments | Command Interest Codes | Notes | Pre-Authorization | Covered Members Info | CARE/CAJD | Veterans Affairs

Insurance Type	Identifier	Policy No	Policy IDN	Carrier ID	Name	Effective Date	Termination Date	Status
Medical Only	Primary	R50315288	1	EICBP.0004	WYATT, ENRIQUEZ	01/01/1996		Active



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New Insurance Report

ABACUS > Patients > OHI Discovery > Reports > New Insurance Report

REFERENCE_NUM	P_LAST_NAME	P_FIRST_NAME	P_MIDDLE_NAME	P_GENDER	P_ADDRESS	P_CITY	P
58913508							
58913596							
58914237							
58914373							
58914500							
58914596							
58914721							
58914891							
58914895							
58914914							
58915021							
58915092							
58915236							
58915410							
58915602							
58916000							
58916161							
58916224							
58916383							
58916441							
58916720							
58917016							



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OHI Discovery Return on Investment

ABACUS > Patients > OHI Discovery > Reports > OHID Return on Investment

For Official Use Only

Uniform Business Office
OHI Discovery Return on Investment
 WRNMMC
 MSA55-IN,MSA55-OUT,MSA14-IN,MSA14-OUT,MSA13-IN,MSA13-OUT,MSA11-IN,MSA11-OUT,MSA12-IN,
 2/1/2021 thru 2/28/2021

LOB	Total No of Claims	Paid Claims	Not Paid Claims	Open Claims	Total Billed	Total Collected	No of OHI Discovered Policies
TPC1-IN							
TPC1-IN	1	0	0	1	\$71,886.90	\$0.00	1
TPC1-IN Totals	1	0	0	1	\$71,886.90	\$0.00	1
TPC2-OUT							
TPC2-OUT	150	0	0	150	\$16,293.89	\$0.00	83
TPC2-OUT Totals	150	0	0	150	\$16,293.89	\$0.00	83
Totals:	151	0	0	151	\$88,180.79	\$0.00	84



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OHI Discovery Hits Detail

ABACUS > Patients > OHI Discovery > Reports > OHID Hits Detail

For Official Use Only

Uniform Business Office
OHI Discovered Hits Detail
 WRNMMC
 1/1/2021 thru 2/28/2021

Billing DMIS	Batch Date	OHI Searches	Total Policies	RX Policies	Medical Policies	Hit Rate
0067	20210117	311				
0067	20210103	336	4	2	2	1.19
0067	20210131	193				
Totals		840	4	2	2	0.48



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OHI Discovery Not Updated in Source System

ABACUS > Patients > OHI Discovery > Reports > OHID Not Updated in Source System

For Official Use Only

Uniform Business Office
OHI Discovery Not Updated in Source System
 WRNMMC
 2/1/2021 thru 2/28/2021

Patient Last Name	Patient First Name	DOB	Last 4 SSN	Patient IEN	PATCAT	Carrier Name	OHID Export Date	IN TYPE
[REDACTED]						CAREFIRST BCBS MD	02/05/2021	MEDICAL
						CAREMARK	02/05/2021	PHARMACY
						BCBS GEORGIA	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CIGNAHEALTHCARE	02/05/2021	MEDICAL
						DSTPSVRX	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						AETNA- TX	02/05/2021	MEDICAL
						CAREMARK-004336	02/05/2021	PHARMACY
						CAREFIRST BCBS FED MD	02/05/2021	MEDICAL
						CAREMARK CAREFIRST	02/05/2021	PHARMACY
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CIGNA	02/05/2021	MEDICAL
						EXPRESS SCRIPTS	02/05/2021	PHARMACY
						CAREFIRST BCBS MD	04/24/2020	MEDICAL
CAREFIRST BCBS MD	02/05/2021	MEDICAL						
CAREMARK	04/24/2020	PHARMACY						



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DoD Beneficiary OHI Rate

ABACUS > Patients > OHI Discovery > Reports > DoD Beneficiary OHID Rate

<i>For Official Use Only</i>			
Uniform Business Office DOD Beneficiary OHI Rate WRNMMC 2/1/2021 thru 2/28/2021			
DOD Beneficiaries With OHI	DOD Beneficiaries Without OHI	Total DOD Beneficiaries	DoD Beneficiary with OHI Rate
822	12,739	13,561	6.06
822	12,739	13,561	6.06



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OHI Discovery Workflow



OHI Discovery Workflow: Step 1



- Run the "Not Updated in Source System" report under OHI Discovery reports.
- This represents an outstanding worklist which acts as a starting point.
- Notate the OHID Export Date.



OHI Discovery Workflow: Step 2



- Using the OHID Export Date from the "Not Updated in Source System" report, search for patient in Insurance Search Response under OHI Discovery.
- When located, double-click the patient to obtain details of OHI hits.



OHI Discovery Workflow: Step 3



- Use patient first and last name to bring up their Patient Demographics & OHI details screen.
- Verify if OHI from Insurance Search Response is present in the Patient Demographics & OHI screen.



OHI Discovery Workflow: Step 4



Legacy MTFs:

- If OHI is present in Patient Demographics & OHI , skip to final step.
- If OHI is not present, information should be added into CHCS and will then flow back to ABACUS.
- If needed for immediate billing, information should be entered into ABACUS directly and then CHCS.

MHS GENESIS MTFs:

- If OHI is present in Patient Demographics & OHI, information should also be added into MHS GENESIS.
- If OHI is not present, information should be added directly into both ABACUS and MHS GENESIS.

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OHI Discovery Workflow: Step 5



- Confirm OHI information is loaded in both ABACUS and CHCS/MHS GENESIS.
- Locate patient in OHI Discovery Maintenance.
- Double-click patient and navigate to the bottom of the details screen.
- Select "complete" to remove patient from the list.
- Patient will fall off "Not Updated in Source System" list.



Data Quality Management Control Review List – FY23 New C.8 Question

- Question C.8 on the Data Quality Management Control (DQMC) Review List has been updated to an ABACUS eOHI Discovery report question. Previously, this question reported DD 2569 collection.
- This report should be forwarded to the DQ manager each month for reporting on the DQMC Review List.
- Guidance for this question can be found in the *DQMC User's Guide*



C.8 ABACUS OHI Discovery (OHID) Hits

8. What is the number of ABACUS OHI Discovery hits that have not been loaded into the Patient Demographics and OHI in ABACUS for billing? (Ending Balance)

- a. Beginning balance for Fiscal Year
- b. Number of OHI Discovery hits resolved for data month.
- c. Ending Balance

Threshold

"Good" - visual cue green; = 0.

"Attention Required" - visual cue red; > 0; comment required.

N/A not appropriate for this question



C.8 Calculation

1. Beginning balance = Cumulative balance of unresolved OHID hits from the beginning of the current Fiscal Year. (*Use the OHID Not Updated in Source System*)
2. Number of OHID hits resolved this month = Number of OHID hits from cumulative balance added to ABACUS Patient Demographics & OHI.
3. Ending balance = (1) Beginning Balance minus (-) (2) Number of OHID hits resolved this month.

DO NOT, report a beginning balance = 0 (C.8.a), and a number of hits resolved >0 (C.8.b), as that implies no OHI hits were found, yet some were resolved in that month. The beginning balance should be pulled and reported prior to resolution.



C.8 UBO Personnel – Primary Method: Step 1

1. Run the ABACUS standard report, “OHID Not Updated in Source System,” to identify OHI Discovery hits.
 - a) ABACUS > Patients > OHI Discovery > Reports > “OHID Not Updated in Source System”
 - b) From date should be the first day of the current fiscal year in which data is being reported. To date should be the last day of the data month that is being reported.
 - c) Select “Generate Report”



C.8 UBO Personnel – Primary Method: Step 2

- Resolve OHI Discovery hits found by adding OHI information into Patient Demographics and OHI. Earlier covered in slides 18-19.

Patient Demographics and OHI

Overview Details

Patient Details

Patient SSN
Patient Last Name
Address 1
Address 2
State
Zip Extn
Gender
Form Location
Remarks
Represented Country
DEERS Check Date
Sponsor Information

Sponsor Details

Sponsor SSN
Address 1
Address 2
Gender

Insurance Type	Identifier	Policy No	Policy IEN	Carrier ID	Name	Effective Date	Termination Date	Status

Medical Insurance Info Rx Coverage Info Attachments

0 of 0

+

Insurance Type	Identifier



C.8 UBO Personnel – Primary Method: Step 3

3. Locate the patient in OHI Discovery Maintenance and select “Complete” at the bottom of the screen. Patient will drop from the “OHID Not Updated in Source System” report list.



C.8 UBO Personnel – Primary Method (cont.)

Note for C.8.a, b, c Your MTF's DQ Manager will be responsible for the below, please be prepared to assist:

What to do if unable to capture OHI Discovery?

- We ask that you report 0 with a Problem and Action Plan explaining the problem and what's being done to resolve it.
 1. Enter a number greater than 0 to activate the Problem and Action Plan boxes.
 2. Enter your Problem and Action Plan comments and ECD. Then change the data to 0.

There is no alternate method for this question



OHI Discovery Future Solution – RevX and Experian Coverage Discovery

- ABACUS is being replaced as part of Revenue Cycle Expansion Project (RevX) and the implementation of Cerner Patient Accounting and Dentrix
- ABACUS OHI Discovery functionality will be replaced with Experian OHI Coverage Discovery as MTFs implement RevX for MEDICAL ONLY
- Pharmacy will continue to be billed out ABACUS until fall on 2024
- Input a ticket with the Global Service Center for access to Experian



Resources

- ABACUS FAQ/Knowledge Base – <https://abacusmhs.health.mil/FAQ>
 - ABACUS Training Operations Manual (TOM)
 - OHI Discovery Job Aid
- ABACUS Computer-Based Training – <https://abacusmhs.health.mil/CBT>
 - OHI Discovery
 - OHI Discovery Reports
- DHA Launchpad UBO –
 - DHA UBO ABACUS Guides
 - MHS GENESIS OHI Standard Operating Procedure
- DHA Launchpad FY23 DQMC User's Guide –



Questions

Questions?



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